

VISION

Equitable treatment for all.

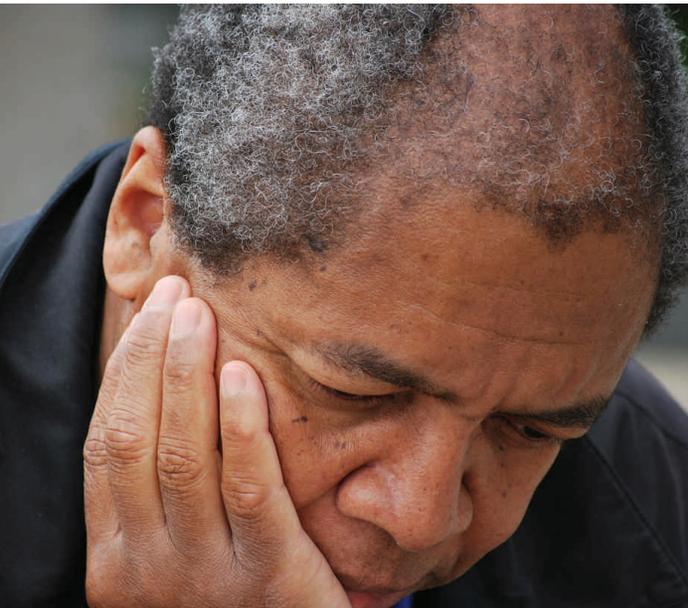
MISSION

The Alberta Ombudsman provides oversight of the provincial government to ensure fair treatment through independent investigations, recommendations and education.

VALUES

- Integrity
- Respect
- Accountability
- Independence

We also value a working environment that fosters personal and professional growth and development, collaboration and teamwork, and innovation and creativity.



CONTACT US

Edmonton Office

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Fax: 780.427.2759

Calgary Office

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Calgary, Alberta T2P 3W2
Phone: 403.297.6185
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Toll Free: 1.888.455.2756

Email: info@ombudsman.ab.ca
Website: www.ombudsman.ab.ca



YOUR VOICE OF FAIRNESS



PURPOSE

The Alberta Ombudsman responds to complaints of unfair treatment by provincial government authorities and designated professional organizations.

The Ombudsman:

- Is independent from government and the authorities we investigate
- Is approachable and responsive
- Provides services free of charge
- Has the authority to make recommendations if investigations identify administrative unfairness
- Promotes standards of fairness

JURISDICTION

The Ombudsman can investigate:

- Administrative decisions made by Alberta provincial government departments, agencies, boards and commissions
- Self-regulated health professions under the *Health Professions Act*
- The patient concerns resolution process of Alberta Health Services
- Other self-regulating professions such as accounting, forestry, veterinarian and agrologist professions

The Ombudsman cannot investigate:

- Decisions made by federal or municipal governments
- Members of the Legislative Assembly
- Other elected officials such as school board trustees and municipal councils
- Federal/municipal police forces
- Decisions made by universities and other post-secondary institutions
- Decisions made by a court
- Private businesses or private matters such as landlord and tenant disputes

You may call us to obtain contact information for the appropriate referral to make your complaint.

If you are unsure your complaint falls under the Ombudsman's jurisdiction, please contact us for further information.



MAKING A COMPLAINT

All complaints must be in writing. If you have completed all available appeals and exhausted all available reviews, you may lodge a complaint with our Office. Here's how:

1. Complete our online complaint form at www.ombudsman.ab.ca or submit your complaint in writing should you not have access to the internet.
2. Provide specific information about your complaint, your name and contact information (address, telephone number, email, etc.)
3. Identify in your complaint the name of the department, authority or professional body you are complaining about. Include names and titles of the individuals you have dealt with.
4. Explain what you have done to resolve the problem and why you feel you were treated unfairly.
5. Provide a copy of the final decision or latest correspondence you received.

COMPLAINT RECEIVED

Once your complaint has been received by our office, the Ombudsman will review the information and determine if we will investigate.

If your complaint is accepted we will:

- Contact you to discuss your complaint;
- Contact the department, agency, authority or organization to advise them of our investigation and provide them an opportunity to respond;
- Examine all relevant information to determine if you were treated unfairly;
- Advise the appropriate department, agency, authority or organization if your complaint is supported; and
- Provide you with a letter explaining the final outcome of our investigation.